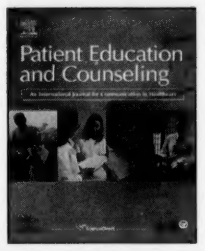
Patient Education and Counseling 74 (2009) 356–357

Contents lists available at ScienceDirect

Patient Education and Counseling

journal homepage: www.elsevier.com/locate/pateducou



Subject Index

Volume 74 (2009)

Adaptation **74**, 236
Adherence **74**, 184, 228
Advance directives **74**, 35
Algorithms **74**, 156
Arthritis **74**, 61
Assessment **74**, 174
Asthma **74**, 12
Attachment **74**, 331
Attitudes **74**, 302

Barriers **74**, 118
Behavioral change **74**, 191
Beliefs **74**, 221
Bibliotherapy **74**, 29
Bipolar disorder **74**, 35
Body **74**, 236
BRCA1/2 **74**, 104
Breast cancer **74**, 61

Cancer **74**, 84, 197, 221
CBT **74**, 29
Cerebrovascular accident **74**, 205
Child **74**, 91
Children **74**, 45, 272
Clinical empathy **74**, 339
Clinical learning **74**, 84
Clinician–patient relationship **74**, 339
Coercion **74**, 35
Cognition **74**, 318
Cognitive aspects **74**, 197
Cognitive therapy **74**, 35
Communication **74**, 77, 142, 150, 179, 302, 331, 339
Communication intervention **74**, 347
Communication skills **74**, 5
Communication skills training **74**, 323
Communicative behavior **74**, 287
Competency **74**, 179
Complex care patients **74**, 77
Comprehension **74**, 197
Computer-assisted learning **74**, 110
Computer-assisted methods **74**, 156
Computer-tailoring **74**, 156
Conjoint analysis **74**, 264
Content validity **74**, 110
Coping skills **74**, 197
Counselling **74**, 23, 39
CPAP **74**, 184
CPAP treatment **74**, 228

Decision aids **74**, 104
Decision Evaluation Scales **74**, 104
Decision-making **74**, 135
Dependence **74**, 331
Diabetes **74**, 258
Diabetes mellitus **74**, 19
Difficult patients **74**, 77
Disability **74**, 45
Disclosure **74**, 197
Disease management **74**, 295
Diversity training **74**, 5
Doctor–patient interaction **74**, 45
Doctor–patient relationship **74**, 97

Education **74**, 142, 228
Effectiveness **74**, 339
Elderly **74**, 135
E-learning **74**, 5
Emotional aspects **74**, 197
Empathy **74**, 339
Empowerment **74**, 61
Endpoints **74**, 287
Evidence-based medicine **74**, 150, 339
Exercise **74**, 258
Experiential learning **74**, 84

Family communication **74**, 39
Family relationships **74**, 39
Fibromyalgia **74**, 53, 61
Fracture **74**, 213
Functions **74**, 287

General practice **74**, 150, 323
General practitioner **74**, 23
Goals **74**, 302
Graduate **74**, 179

Habit **74**, 184
Health aspirations **74**, 250
Health care **74**, 174
Health care policy **74**, 347
Health care practice **74**, 347
Health communication **74**, 309, 347
Health education **74**, 156
Health literacy **74**, 12, 318
Health outcomes **74**, 295, 339
Health promotion **74**, 347
Health risks **74**, 347
Heart disease **74**, 221
Homeopathy **74**, 91

doi:10.1016/S0738-3991(09)00026-3

Human factors **74**, 318
Hypertension **74**, 236

Illness Perception Questionnaire-Revised (IPQ-R) **74**, 53
Illness perceptions **74**, 53, 244
Infant **74**, 91
Information **74**, 264
Informed consent **74**, 197
Insomnia **74**, 29
Internet **74**, 156
Intervention **74**, 23, 110

Knowledge **74**, 302

Law **74**, 35
Lexicon **74**, 179
Lifestyle **74**, 221
Living kidney donation **74**, 39

Medical **74**, 142
Medical education **74**, 179
Medical undergraduate training **74**, 5
Medication adherence **74**, 347
Mental recall **74**, 197
Models **74**, 302, 339
Modernisation **74**, 97
Motivation **74**, 70
Multimedia **74**, 197
Multiple lifestyle changes **74**, 258
Multiple medicine use **74**, 135

Neurobiology **74**, 323
Neuropsychology **74**, 323
Noncompliance **74**, 184
Nurse **74**, 124

Obstetrics and gynecology **74**, 124
Obstructive sleep apnoea syndrome **74**, 228
Oncology **74**, 197
Online support groups **74**, 61
Oral hygiene instruction **74**, 191
Organizational intelligence **74**, 347
Osteoporosis **74**, 213
Outcomes **74**, 287

Parents **74**, 272
Partnership **74**, 45
Patient centered **74**, 84, 174
Patient education **74**, 70, 110, 191, 205, 318
Patient participation **74**, 135
Patient self-management **74**, 110
Patient simulation **74**, 174
Patient support program **74**, 39
Patient-centered medicine **74**, 150, 339
Patient–doctor communication **74**, 135
Patient–HCP communication **74**, 174
Pediatrics **74**, 272
Peer-feedback **74**, 142
Pelvic examination **74**, 124
Perception **74**, 124
Perception of risk **74**, 213
Periodontitis **74**, 191
Persuasion **74**, 309
Physician **74**, 124
Physician patient relations **74**, 323
Physician–patient **74**, 179
Physician–patient communication **74**, 295
Physicians **74**, 118
Pictorial **74**, 12
Practice **74**, 124
Preferences **74**, 264
Prevention **74**, 272
Primary care **74**, 272
Primary health care **74**, 174
Prospective research **74**, 70
Prostate cancer **74**, 244
Provider–patient communication **74**, 282
PSA testing **74**, 244
Psychometric properties **74**, 53

Qualitative research **74**, 84, 91, 174, 236, 258
Quality of care **74**, 19

Referral and consultation **74**, 91
Reflection **74**, 142
Relationship **74**, 179
Requisite variety **74**, 347
Responsiveness **74**, 104
Risk **74**, 236
Role convergence **74**, 97

Self-determination theory **74**, 250
Self-efficacy **74**, 191, 302
Self-help **74**, 29
Self-management **74**, 12
Self-management education **74**, 19
Service learning **74**, 84
Shared decision making **74**, 104
Side-effects **74**, 228
Simulated patients **74**, 142
Six-step method **74**, 191
Sleep apnea **74**, 184
Sleep initiation and maintenance disorders **74**, 29
Smoking **74**, 23, 272
Smoking cessation **74**, 118
Smoking status **74**, 23, 118
Social distance **74**, 97
Social model **74**, 45
Social norms **74**, 302
Staff engagement **74**, 77
Stress **74**, 302
Stroke **74**, 205
Stroke education **74**, 205
Stroke prevention **74**, 205
Survey **74**, 118, 221
Symptoms **74**, 236

Theoretical **74**, 282
Theories **74**, 282, 287, 309, 339, 347
Theory of planned behaviour **74**, 244
Tobacco **74**, 272
Tobacco abstinence **74**, 250
Transplantation **74**, 110
Triad **74**, 45

Undergraduate **74**, 142
Usability **74**, 110
Utilization of health services **74**, 19

Value chain **74**, 323
Values **74**, 264
Vocabulary **74**, 179

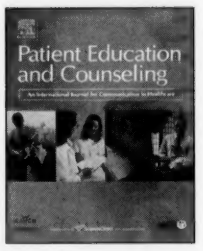
Weick's model of organizing **74**, 347
Weight loss **74**, 70
Working memory **74**, 318

Patient Education and Counseling 74 (2009) 358–359

Contents lists available at ScienceDirect

Patient Education and Counseling

journal homepage: www.elsevier.com/locate/pateducou



Author Index

Volume 74 (2009)

Adachi, J.D. **74**, 213
Adili, A. **74**, 213
Andrews, R. **74**, 258
Anness, A. **74**, 70
Antonov, K. **74**, 135
Ariza, A.J. **74**, 272
Arnold, R.W. **74**, 179
Arora, N.K. **74**, 295

Baumeister, S.E. **74**, 23
Bensing, J. **74**, 287, 339
Benuck, I. **74**, 272
Berry, D.L. **74**, 110
Binns, H.J. **74**, 272
Bock, A. **74**, 110
Bohm, A. **74**, 135
Booth, G.L. **74**, 19
Borum, M. **74**, 277
Broström, A. **74**, 228
Buetow, S. **74**, 97
Busschbach, J.J.V. **74**, 39

Cameron, K.A. **74**, 279, 309
Cayless, S. **74**, 84
Chatton, A. **74**, 35
Chen, S.-L. **74**, 124
Chuinneagáin, S.N. **74**, 244
Clements, F. **74**, 184
Cornwell, J. **74**, 84
Cortese, J. **74**, 156
Couzi, L. **74**, 132
Craig, A. **74**, 244
Cranney, A. **74**, 213
Cuijpers, P. **74**, 29

Dale, J. **74**, 278
Dauz, E. **74**, 184
De Geest, S. **74**, 110
de Haes, H. **74**, 279, 287
deBeer, J. **74**, 213
Deci, E.L. **74**, 250
Denson, L.A. **74**, 197
Derkx, H.P. **74**, 174
Dickenmann, M. **74**, 110
Dolovich, L. **74**, 213
Drossaert, C.H.C. **74**, 61

Epstein, R.M. **74**, 295
Ernstmann, N. **74**, 339

Fabriek, M. **74**, 142
Finset, A. **74**, 1, 323
Forbat, L. **74**, 84
Fridlund, B. **74**, 228

Garth, B. **74**, 45
Giangregorio, L. **74**, 213
Glazebrook, C. **74**, 70
Glucksman, E. **74**, 278
Glueckauf, R.L. **74**, 156
Goddard, R. **74**, 70
Goldstein, E.A. **74**, 179
Groothoff, J.W. **74**, 53
Grossman, M. **74**, 77

Hall, J.A. **74**, 282
Harmsen, A.B. **74**, 142
Hawthorne, K. **74**, 5
Hetlevik, I. **74**, 236
Hevey, D. **74**, 244
Hilberdink, W.K.H.A. **74**, 53
Hilde Nordhus, I. **74**, 133
Hilhorst, M.T. **74**, 39
Hoare, K. **74**, 97
Houston, H. **74**, 5
Hrubos-Strøm, H. **74**, 133
Hsieh, Y.-S. **74**, 124
Hulsman, R.L. **74**, 142, 302
Humphries, S.E. **74**, 221

IJzerman, M.J. **74**, 264
IJzermans, J.N.M. **74**, 39

Jane, S.-W. **74**, 124
Jarvis, M.J. **74**, 221
John, U. **74**, 23
Johnson, M. **74**, 12
Jutel, A. **74**, 97

Kakudate, N. **74**, 191
Katajamaki, A. **74**, 205
Kawanami, M. **74**, 191
Kearney, N. **74**, 84
Khazaal, Y. **74**, 35
Kinnersley, P. **74**, 5
Knighting, K. **74**, 84
Knottnerus, J.A. **74**, 174
Kranenburg, L.W. **74**, 39
Kreps, G.L. **74**, 347

Lall, R. **74**, 278
Li, Y. **74**, 77
Loh, L.-C. **74**, 12
Losh, D.P. **74**, 179
Lustria, M.L.A. **74**, 156

Maher, L. **74**, 244
Maiburg, B.H. **74**, 174
Makoul, G. **74**, 295
Malpass, A. **74**, 258
Maresca, T.M. **74**, 179
Mårtensson, J. **74**, 228
Mauksch, L.B. **74**, 179
Meltzer, L.J. **74**, 77
Mercer, S. **74**, 339
Merenstein, J. **74**, 3
Meyer, C. **74**, 23
Mjaaland, T.A. **74**, 323
Moen, J. **74**, 135
Mohamed, Z. **74**, 12
Morita, M. **74**, 191
Muijtjens, A.M. **74**, 174
Murphy, G.C. **74**, 45

Neumann, M. **74**, 339
Nguyen, H. **74**, 277
Niemiec, C.P. **74**, 250
Nilsson, J.L.G. **74**, 135
Noar, S.M. **74**, 156

O'Neil, J. **74**, 272
O'Rourke, P.K. **74**, 130
Olver, I.N. **74**, 197
Olver, S.I. **74**, 197
Ommen, O. **74**, 339

Papaioannou, A. **74**, 213
Partridge, M.R. **74**, 12
Pasandin, N. **74**, 35
Passchier, J. **74**, 39
Pertl, M. **74**, 244
Peterson, M.J. **74**, 197
Pfaff, H. **74**, 339
Pipe, A. **74**, 118
Preisig, M. **74**, 35
Prout, H. **74**, 5

Reddihough, D.S. **74**, 45
Reid, R. **74**, 118
Rethans, J.-J.E. **74**, 174
Reventlow, S. **74**, 236
Reyes, M. **74**, 277
Richards, M. **74**, 39
Ring, L. **74**, 135
Rise, M.B. **74**, 91
Roberts, N.J. **74**, 12
Roosmalen, M.S. **74**, 104
Rumpf, H.-J. **74**, 23
Ryan, R.M. **74**, 250

doi:10.1016/S0738-3991(09)00027-5

Salmon, P. **74**, 331
Sanderson, S.C. **74**, 221
Sandhu, H. **74**, 278
Sångren, H. **74**, 236
Schäfer-Keller, P. **74**, 110
Schmid Mast, M. **74**, 282
Schmidt, C.O. **74**, 23
Schumann, A. **74**, 23
Seydel, E.R. **74**, 61
Shah, B.R. **74**, 19
Simms, S. **74**, 77
Smit, F. **74**, 29
Smith, C.E. **74**, 184
Sorensen, M. **74**, 118
Spermon, M. **74**, 29
Stalmeier, P.F.M. **74**, 104
Steiger, J. **74**, 110
Steinmiller, E. **74**, 77
Steinsbekk, A. **74**, 91
Stiggelbout, A.M. **74**, 264
Storck, M.G. **74**, 179
Street Jr., R.L. **74**, 295
Strömberg, A. **74**, 228
Sugai, M. **74**, 191
Sullivan, K.A. **74**, 205
Svanborg, E. **74**, 228
Swift, J.A. **74**, 70

Taal, E. **74**, 61
Tabrizi, J.S. **74**, 130
Taylor, K. **74**, 150
Thabane, L. **74**, 213
Thomas, K. **74**, 244
Tillenius, T. **74**, 135
Turner, K.M. **74**, 258

Ulander, M. **74**, 228
Ulbricht, S. **74**, 23

van de Laar, M.A.F.J. **74**, 61
van der Schans, C.P. **74**, 53
van Ittersum, M.W. **74**, 53
van Rooij, H.G. **74**, 174
van Straten, A. **74**, 29
van Til, J.A. **74**, 264
van Uden-Kraan, C.F. **74**, 61
van Wilgen, C.P. **74**, 53
Verbeek, I. **74**, 29
Visser, A. **74**, 279

Waller, J. **74**, 221
Wardle, J. **74**, 221
Weimar, W. **74**, 39
Wenrich, M.D. **74**, 179
Werkowitch, M. **74**, 184
Whitford, H.S. **74**, 197
Whitman, R. **74**, 184
Williams, G.C. **74**, 250
Wilson, A.J. **74**, 130
Wilson, E.A.H. **74**, 318
Winkens, R.A. **74**, 174
Wolf, M.S. **74**, 318
Wong, P.-S. **74**, 12

Young, B. **74**, 331
Yu, Y.-M.C. **74**, 124

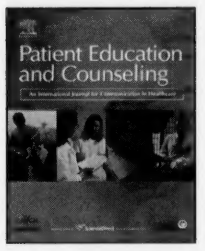
Zuidema, W.C. **74**, 39
Zullino, D. **74**, 35

Patient Education and Counseling 74 (2009) 360–362

Contents lists available at ScienceDirect

Patient Education and Counseling

journal homepage: www.elsevier.com/locate/pateducou



Volume contents

Volume 74 (2009)

Volume 74, No. 1

EDITORIAL
Happy new e-year!, *A. Finset (Norway)* **1**

REFLECTIVE PRACTICE
Malpractice?, *J. Merenstein (USA)* **3**

MEDICAL EDUCATION
Evaluation of different delivery modes of an interactive e-learning programme for teaching cultural diversity, *K. Hawthorne, H. Prout, P. Kinnersley, H. Houston (UK)* **5**

PATIENT EDUCATION
The development and comprehensibility of a pictorial asthma action plan, *N.J. Roberts, Z. Mohamed, P.-S. Wong, M. Johnson, L.-C. Loh, M.R. Partridge (UK, Malaysia)* **12**
Predictors and effectiveness of diabetes self-management education in clinical practice, *B.R. Shah, G.L. Booth (Canada)* **19**

INTERVENTIONS
Does the smoking status of general practitioners affect the efficacy of smoking cessation counselling?, *S. Ulbricht, S.E. Baumeister, C. Meyer, C.O. Schmidt, A. Schumann, H.-J. Rumpf, U. John (Germany)* **23**
Self-help treatment for insomnia through television and book: A randomized trial, *A. van Straten, P. Cuijpers, F. Smit, M. Spermon, I. Verbeek (The Netherlands)* **29**
Advance directives based on cognitive therapy: A way to overcome coercion related problems, *Y. Khazaal, A. Chatton, N. Pasandin, D. Zullino, M. Preisig (Switzerland)* **35**

PATIENT PERCEPTION, PREFERENCES AND PARTICIPATION
Avoiding the issue: Patients' (non)communication with potential living kidney donors, *L.W. Kranenburg, M. Richards, W.C. Zuidema, W. Weimar, M.T. Hilhorst, J.N.M. IJzermans, J. Passchier, J.J.V. Busschbach (The Netherlands, UK)* **39**
Perceptions of participation: Child patients with a disability in the doctor–parent–child partnership, *B. Garth, G.C. Murphy, D.S. Reddihough (Australia)* **45**
Illness perceptions in patients with fibromyalgia, *M.W. van Ittersum, C.P. van Wilgen, W.K.H.A. Hilberdink, J.W. Groothoff, C.P. van der Schans (The Netherlands)* **53**
Participation in online patient support groups endorses patients' empowerment, *C.F. van Uden-Kraan, C.H.C. Drossaert, E. Taal, E.R. Seydel, M.A.F.J. van de Laar (The Netherlands)* **61**
Obesity-related knowledge and beliefs in obese adults attending a specialist weight-management service: Implications for weight loss over 1 year, *J.A. Swift, C. Glazebrook, A. Anness, R. Goddard (UK)* **70**
Staff engagement during complex pediatric medical care: The role of patient, family, and treatment variables, *L.J. Meltzer, E. Steinmiller, S. Simms, M. Grossman, The Complex Care Consultation Team, Y. Li (USA)* **77**
Engaging patients in health care: An empirical study of the role of engagement on attitudes and action, *L. Forbat, S. Cayless, K. Knighting, J. Cornwell, N. Kearney (UK)* **84**

COMMUNICATION STUDIES
How do parents of child patients compare consultations with homeopaths and physicians? A qualitative study, *M. By Rise, A. Steinsbekk (Norway)* **91**
Shrinking social space in the doctor–modern patient relationship: A review of forces for, and implications of, homologisation, *S. Buetow, A. Jutel, K. Hoare (New Zealand)* **97**

doi:10.1016/S0738-3991(09)00028-7

DECISION MAKING
Concise evaluation of decision aids, *P.F.M. Stalmeier, M.S. Roosmalen (The Netherlands)* **104**

PROVIDER PERSPECTIVES
Computerized patient education in kidney transplantation: Testing the content validity and usability of the Organ Transplant Information System (OTIS™), *P. Schäfer-Keller, M. Dickenmann, D.L. Berry, J. Steiger, A. Bock, S. De Geest (Switzerland, USA)* **110**
Physician smoking status, attitudes toward smoking, and cessation advice to patients: An international survey, *A. Pipe, M. Sorensen, R. Reid (Canada)* **118**
Discrepancy between physicians' perceptions and practices during pelvic examinations in Taiwan, *S.-L. Chen, S.-W. Jane, Y.-M.C. Yu, Y.-S. Hsieh (Taiwan)* **124**

LETTERS TO THE EDITOR
Customer quality in health care, *J.S. Tabrizi, A.J. Wilson, P.K. O'Rourke (Iran, Australia)* **130**
OTIS™: A promising tool that needs to be evaluated in large studies, *L. Couzi (France)* **132**

Volume 74, No. 2

EDITORIAL
Sleeping with a machine: How can patient education improve adherence in patients with obstructive sleep apnea? *H. Hrubos-Strøm, I.H. Nordhus (Norway)* **133**

MEDICAL EDUCATION
"I don't know how many of these [medicines] are necessary.."—A focus group study among elderly users of multiple medicines, *J. Moen, A. Bohm, T. Tillenius, K. Antonov, J.L.G. Nilsson, L. Ring (Sweden)* **135**
Reflective teaching of medical communication skills with DiViDU: Assessing the level of student reflection on recorded consultations with simulated patients, *R.L. Hulsman, A.B. Harmsen, M. Fabriek (The Netherlands)* **142**

REVIEWS
Paternalism, participation and partnership—The evolution of patient centeredness in the consultation, *K. Taylor (UK)* **150**
Computer-tailored health interventions delivered over the web: Review and analysis of key components, *M.L.A. Lustria, J. Cortese, S.M. Noar, R.L. Glueckauf (USA)* **156**

COMMUNICATION STUDIES
Quality of communication during telephone triage at Dutch out-of-hours centres, *H.P. Derkx, J.-J.E. Rethans, B.H. Maiburg, R.A. Winkens, A.M. Muijtjens, H.G. van Rooij, J.A. Knottnerus (The Netherlands)* **174**
Lexicon creation to promote faculty development in medical communication, *R.W. Arnold, D.P. Losh, L.B. Mauksch, T.M. Maresca, M.G. Storck, M.D. Wenrich, E.A. Goldstein (USA)* **179**

INTERVENTIONS
Patient education combined in a music and habit-forming intervention for adherence to continuous positive airway (CPAP) prescribed for sleep apnea, *C.E. Smith, E. Dauz, F. Clements, M. Werkowitch, R. Whitman (USA)* **184**
Systematic cognitive behavioral approach for oral hygiene instruction: A short-term study, *N. Kakudate, M. Morita, M. Sugai, M. Kawanami (Japan)* **191**
Improving informed consent to chemotherapy: A randomized controlled trial of written information versus an interactive multimedia CD-ROM, *I.N. Olver, H.S. Whitford, L.A. Denson, M.J. Peterson, S.I. Olver (Australia)* **197**
Stroke education: Retention effects in those at low- and high-risk of stroke, *K.A. Sullivan, A. Katajamaki (Australia)* **205**

PATIENT PERCEPTION, PREFERENCE AND PARTICIPATION
Osteoporosis risk perceptions among patients who have sustained a fragility fracture, *L. Giangregorio, L. Dolovich, A. Cranney, A. Adili, J. deBeer, A. Papaioannou, L. Thabane, J.D. Adachi (Canada)* **213**
Awareness of lifestyle risk factors for cancer and heart disease among adults in the UK, *S.C. Sanderson, J. Waller, M.J. Jarvis, S.E. Humphries, J. Wardle (USA, UK)* **221**
Perceived informational needs, side-effects and their consequences on adherence—A comparison between CPAP treated patients with OSAS and healthcare personnel, *A. Broström, A. Strömberg, M. Ulander, B. Fridlund, J. Mårtensson, E. Svanborg (Sweden)* **228**
Role of biographical experience and bodily sensations in patients' adaptation to hypertension, *H. Sångren, S. Reventlow, I. Hetlevik (Denmark, Norway)* **236**
The relationship between prostate cancer knowledge and beliefs and intentions to attend PSA screening among at-risk men, *D. Hevey, M. Pertl, K. Thomas, L. Maher, S. Ní Chuinneagáin, A. Craig (Ireland)* **244**
Aspiring to physical health: The role of aspirations for physical health in facilitating long-term tobacco abstinence, *C.P. Niemiec, R.M. Ryan, E.L. Deci, G.C. Williams (USA)* **250**
Patients with Type 2 Diabetes experiences of making multiple lifestyle changes: A qualitative study, *A. Malpass, R. Andrews, K.M. Turner (UK)* **258**

The effect of information on preferences stated in a choice-based conjoint analysis, *J.A. van Til, A.M. Stiggelbout, M.J. IJzerman (The Netherlands)* **264**

SHORT COMMUNICATION
Influences on parents' decisions for home and automobile smoking bans in households with smokers, *H.J. Binns, J. O'Neil, I. Benuck, A.J. Ariza, Pediatric Practice Research Group* **272**

LETTER TO THE EDITOR
Providing counseling on alcohol use for patients with liver disease: Another missed opportunity, *M. Borum, M. Reyes, H. Nguyen (USA)* **277**

ERRATUM
Erratum to "The patient, the doctor and the emergency department: A cross-sectional study of patient-centredness in 1990 and 2005" [Patient Educ Couns 72 (2008) 320–329], *J. Dale, H. Sandhu, R. Lalla, E. Glucksman (UK)* **278**

Volume 74, No. 3

Special Issue: Theories in Health Communication Research
Guest Editors: Kenzie A. Cameron, Hanneke de Haes, Adriaan Visser

EDITORIAL
Theories in health communication research, *K.A. Cameron, H. de Haes, A. Visser (USA, The Netherlands)* **279**

Five ways of being "theoretical": Applications to provider–patient communication research, *J.A. Hall, M. Schmid Mast (USA, Switzerland)* **282**
Endpoints in medical communication research, proposing a framework of functions and outcomes, *H. de Haes, J. Bensing (The Netherlands)* **287**
How does communication heal? Pathways linking clinician–patient communication to health outcomes, *R.L. Street Jr., G. Makoul, N.K. Arora, R.M. Epstein (USA)* **295**
Shifting goals in medical communication. Determinants of goal detection and response formation, *R.L. Hulsman (The Netherlands)* **302**
A practitioner's guide to persuasion: An overview of 15 selected persuasion theories, models and frameworks, *K.A. Cameron (USA)* **309**
Working memory and the design of health materials: A cognitive factors perspective, *E.A.H. Wilson, M.S. Wolf (USA)* **318**
The medical consultation viewed as a value chain: A neurobehavioral approach to emotion regulation in doctor–patient interaction, *A. Finset, T.A. Mjaaland (Norway)* **323**
Dependence and caring in clinical communication: The relevance of attachment and other theories, *P. Salmon, B. Young (UK)* **331**
Analyzing the "nature" and "specific effectiveness" of clinical empathy: A theoretical overview and contribution towards a theory-based research agenda, *M. Neumann, J. Bensing, S. Mercer, N. Ernstmann, O. Ommen, H. Pfaff (Germany, The Netherlands, UK)* **339**
Applying Weick's model of organizing to health care and health promotion: Highlighting the central role of health communication, *G.L. Kreps (USA)* **347**

Subject index Volume 74 (2009) **356**

Author index Volume 74 (2009) **358**

Volume contents Volume 74 (2009) **360**